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PD-26734

PD Information

PD Name	PD-26734	Master	<input type="checkbox"/>
Position Title	Lease Management Specialist	Cloned from Master	<input checked="" type="checkbox"/>
Servicing HR Office	Region 02	Standard	Regional
Service/Staff Office/Region		Owner	Charlotte Watson
PD Status	Active	Series	1101
Pay Plan	GS	PD Number	220M322
Grade	12	Supervisory Status	Non-supervisory (8)
Position Status	Competitive Service (1)	FPL	12
I/A	Yes	FLSA	Non-Exempt
Position Sensitivity	Non-sensitive (1)	Competitive Level	N004
Drug Test	Position does not require drug test (L)	Financial Statement	N/A
Public Trust Indicator	Level 1 - Low Risk (1)	Occupational Category Code	Administrative (A)
Legacy - Classified By		Keywords	
Classified By	Charlotte Watson	Classified On	3/18/2013
Vacancy Announcement Number		Job Analysis Attachment	<input type="checkbox"/>

Description

Description

Position Description # 220M322**Date Classified: 3-18-13****National Classification Center - 3-18-13 Low Public Trust LLevel, Tier 1, Nonsensitive NACI****Lease Management Specialist, GS-1101-12**

Position operates as a GSA representative and onsite project manager, responsible for managing a leased building inventory and administering GSA lease contracts for assigned buildings. In this capacity, the employees plays a vital role in overseeing the administration of facilities which can typically include large multi-story structures, multi-purpose and special space and individual office or

specialized space located within privately held facilities. Primary responsibilities include managing assigned facilities, overseeing renovations within leased properties and developing, improving and maintaining client relationships. Serves as the Leased Contracting Officer's (LCO) designated Contracting Officer's Representative (COR) via authority under COR letter.

MAJOR DUTIES

Customer Liaison

Serves as the primary customer agency advocate and first GSA point of contact with client agency personnel in designated buildings within the GSA inventory. In this capacity, interacts extensively with tenants and client agencies' representatives on a recurring basis to assess their facility and service needs; ensure those needs are being met or exceeded, and to assure that the procedures used to obtain services are responsive and customer-focused. As such, is responsible for improving client agency satisfaction with facility/project-related activities and services; including the monitoring and development of repair and alteration projects under the simplified acquisition threshold; and ensuring the provision of quality operational and support services. Operates as a liaison between the tenant and the lessor for diverse facilities management issues and agency requests for changes to operations, building standards or similar issues.

In response to particular problems and/or on a recurring basis, initiates studies or surveys of tenant agencies or other data-gathering efforts to provide timely information which will assist in the assessment of customer satisfaction. Reviews, analyzes and obtains information from a variety of sources such as direct customer feedback (e.g., contact with tenants, interviews of agency personnel or higher-level management, tenant or town hall group meetings, service call logs and focus groups); and other designated sources to target customer service improvements.

Project Management

As a project manager for projects under the simplified acquisition threshold in leased and limited federal space, oversees the management of repair and alteration projects, retrofits, and interoffice and relocation moves. Using business acumen and established GSA project management protocols, ensures space modifications address key planning, communication, execution, delivery and closeout practices for the delivery of projects on time, on scope and within budget.

Prepares required project documentation which may include development of scope/requirements and other project development activities, such as cost estimates, proposal review, and project financials (e.g., reimbursable work authorizations or billing information), project inspection reports and similar information to ensure the smooth flow of the project from initiation to completion.

Works closely with other GSA personnel, customer agencies and contractors in the planning and design of designated projects and the renovation, alteration, relocation, operation, maintenance and repair of assigned leased buildings or federal space. Assists tenant agencies in identifying options and solutions as needed. Coordinates actions with other assigned PBS personnel to obtain technical support from other GSA organizations regarding estimates, safety, mechanical design, security, and telecommunications and moving. Under the Authority of the Contracting Officer's Representative (COR) Letter, may also

perform pre-award contracting activities for tenant alterations and improvements and services to be performed by the lessor.

In this capacity, recurring duties performed include all, or substantially all of the following responsibilities:

- Participates in studies to determine the needs of Federal agencies for space, facilities, and services. Collaborates with the assigned supervisor, other PBS employees and officials of tenant agencies in assigning and promoting efficient configuration of space. Assists in reviewing agency space requests and allocations, and works with GSA personnel and client agency officials to determine minimum requirements consistent with current allocation policies and procedures. Plans necessary space adjustments and recommends action to the supervisor and/or Service Center Director. Performs project planning and coordinates the technical aspects of estimating and planning for required alterations, modifications and other changes necessary to provide effective service and utilization by tenant agencies. Makes initial review of project specifications and consults with PBS personnel and client agencies to ascertain specific requirements, time schedules, special materials to be used etc.
- Maintains familiarity with the projects as a whole, the status of specific project implementation phases, etc. As required, briefs the supervisor and affected Property Managers on particular aspects of the project. Oversees recurring job-site meetings with construction contractors to discuss procedures, progress, problems, coordination, scheduling and other appropriate matters. Identifies potential construction problems that may adversely affect client agencies. When required, reviews plans for permanent and temporary agency relocations developed by contractors and/or assigned GSA personnel.
- Manages required construction and alteration activities and specific, high-profile projects such as those required to allow expansion or revision of customer space. This includes monitoring and assessing the effectiveness of staff and contractors in meeting both the technical and administrative requirements of projects and individual contracts; monitoring the status of projects; and in consultation with the supervisor, readjusting the management plan, priorities and schedule of work in order to ensure successful and timely completion. Maintains current information on contractual expenditures; as delegated by the LCO/CO, monitors and provides oversight for designated contracting activities. Provides advice and guidance to lessor management and support staff on unusually complex specification packages, cost estimates, scheduling and administrative requirements, etc. Monitors the status and progress of work assignments and tracks project and scheduling adjustments in accordance with established priorities and customer requirements. Estimates and reports on expected milestones for completion of tasks and projects, and maintains records of work accomplishments.
- Ensures that effective liaison is maintained with assigned client agency personnel in the alteration of their facilities. Works with subordinate staff and designated Property Managers to ensure a minimum of disruption to agencies' missions during the performance of assigned projects. Develops plans to relocate agencies within Service Center buildings in order to accommodate the needs and requirements of the construction

contractor. Reviews contractor schedules and transmits information to agencies as required in order that they may plan for the orderly performance of their mission. Receives input from agencies concerning the contractor's schedule and mediates scheduling conflicts between agencies and the contractor. Routinely conducts or participates in agency meetings to disseminate current construction information and to respond to agency questions and concerns.

Performs inspection of completed projects and submits recommendation to the LCO/CO for project acceptance.

Lease/Contract Management and Performance Improvement

As a Contracting Officer's Representative, works in coordination with the LCO to perform pre-occupancy and transition tasks including reviewing space requests; participating in market surveys and design kickoff/acceptance meetings; preparing lessor transition and customer welcome packages; providing past performance information to the LCO for succeeding leases; and performing space condition inspections and key collection for vacated space. For non-fully serviced leases, coordinates the procurement of contract services such as custodial, operations and maintenance (O&M) and utilities with GSA and contractor personnel.

Provides contract administration and lease management services to ensure that lessors comply with the scope, terms and conditions of the lease. Through personal review, contacts with client agency personnel and tenant surveys, analyzes and monitors the full range of leased building operational procedures and policies for conformance with GSA requirements. Collaborates with the lessor's facility staff to ensure that service levels are delivered as required in the lease. Determines potential improvements and enhanced efficiencies, develops and recommends problem resolution and monitors implementation of required revisions to established policies and procedures

Independently investigates complaints received from tenant agencies, property managers or others. As related to bona fide complaints, interprets lease provisions to ensure equity for the Government and lessor. Meets with lessors, property managers and contractors to discuss and potentially resolve complaints or disputes concerning issues such as quality of services delivered, adequacy of maintenance and operation of mechanical systems, custodial services or grounds maintenance. Explains, promotes, and implements GSA property management policies, procedures and methods involving services provided to tenants by GSA and/or lessors, to include: equipment maintenance, repair and/or replacement, reimbursable services, building repairs and alterations, new or revised space requirements, energy utilization, building sustainability, safety and environmental issues, concessions and other amenities, security, child care facilities and services, overtime utilities and other GSA programs/operations.

Knowledge Required by the Position Factor Level 1-7 1250 points

- In-depth analytical knowledge of the property management industry, including private sector leasing protocols and practices involving facility operations and systems; comprehensive knowledge of technical operating and customer-focused strategies required to create a facility environment that exceeds customer expectations, within established operating and financial parameters contractually determined by the lessor(s).

Comprehensive knowledge of quality assurance and quality control methods and standards, inspection and evaluation procedures and issue resolution required to ensure optimal contract performance.

- Knowledge of qualitative and quantitative techniques and data interpretation required to perform extensive coordination and fact-finding in order to identify client agency and building tenants' facility needs in relation to customer satisfaction; evaluate technical and program data to analyze the effectiveness and efficiency of facility management leasing operations and contractual profitability initiatives.
- Advanced skill in interpersonal relations and in written and oral communications required to explain, evaluate and negotiate client and technical operating requirements; coordinate work efforts and negotiate resolutions to problems and present information in an individual or group setting. Knowledge of customer relations and conflict resolution sufficient to develop and maintain a high level of customer satisfaction for the facilities(s) assigned.
- Ability required to plan, schedule, and balance all technical aspects of multiple tenant requirements, such as project specifications and complex repairs and alterations, and to independently determine and execute the appropriate sequencing of work required to fulfill client agency needs and to inform them regarding the status of projects. Knowledge of leased facility operations necessary to assess the feasibility and impact of space moves and alterations on tenant agency operations, in order to minimize adverse impact.

Supervisory Controls

Factor Level 2-4 450 pts

Work is assigned by the Service Center Director or other designated manager in terms of broad general guidance and overall program goals. The employee, in consultation with his/her customers and the supervisor, determines overall objectives and the resources available to accomplish the work. The employee and his/her customers, in consultation, develop the deadlines and projects for which the employee will be responsible.

The employee independently plans and carries out assignments; resolves conflicts that arise; coordinates the work with others; and interprets policy on own initiative in terms of ensuring lease contract compliance, improving customer satisfaction and providing quality services. The employee keeps the supervisor and customers informed of progress and potentially controversial matters such as projects delays and other changes to established service levels and/or lease requirements.

Overall, work is reviewed by the designated supervisor for effectiveness in meeting PBS goals and client agency requirements.

Guidelines

Factor Level 3-4 450 pts

Guidelines consist of Federal Property Management Regulations (FPMR) and non-mandatory desk guides; accepted leasing and facility management principles, practices and laws that provide a general outline of the concepts, methods, lease contract requirements, and goals of the designated Service Center; applicable Federal statutes and other established regulatory guidance. Guidelines are typically of limited use; inadequately address complex, controversial or unusual problems, transactions or negotiations; and may often conflict with one another.

Work assignments require initiative and ingenuity in interpreting and adapting

guidelines to specific projects and customer requirements, and in resolving operational problems where guidelines and precedent cases are inadequate or not directly applicable. The employee is delegated authority to exercise significant judgment in deviating from accepted and established facility management practices, balancing conflicting GSA, client agency and tenant needs against cost considerations and lease contract requirements, while providing quality services that simultaneously meet customer agency needs, conform to existing resources and accomplish established goals.

**Additional
Description**

Complexity

Factor Level 4-4 225 pts

The work involves providing a full range of facility management services and quality assurance review for clients/tenants housed in leased facilities and/or limited Federal space. Work assignments typically involve the use of different and unrelated management and customer interaction processes and methods in the acquisition, management and contractual delivery of a wide variety of services in building(s) involving diverse and unusual combinations of tenant requirements and project activities.

Assignments are varied and require consideration of many variables and contractual operating/project specifications that must be tailored to specific building locations, and all variables must be investigated and considered to determine an optimum course(s) of action. Because client service and space requirements constantly change in response to the timing and implementation of mission requirements and/or project activities, the employee must deal with uncooperative lessors, service providers and customers; recurring negotiations are required to address unusual circumstances and a variety of projects involving conflicting and/or overlapping schedules.

Recurring responsibilities require an in-depth analysis of special and diverse tenant needs, frequently changing operational requirements, or unanticipated changes to requirements which must be balanced against existing lease contract provisions and established levels of service. The employee uses originality in overseeing the scope and direction of projects and in identifying solutions to potential problems.

He/she performs short- range project planning, typically involving an in-depth analysis and evaluation of complicated and often conflicting combinations of characteristics, issues, and alternatives related to customer requirements, contract terms, building or lessor limitations, and other resource constraints.

Scope and Effect

Factor Level 5-4 225 pts

The work involves planning, managing and providing project support and building services to a diverse group of client agencies housed in various facilities within GSA's leased building inventory. Service levels provided have a direct impact on the efficient and effective operation and maintenance of assigned buildings and on the program operations and goals of client agencies. The resultant work environment provided further impacts upon the ability of client agency personnel to provide required services and to effectively accomplish their mission.

**Personal Contacts and Purpose of Contacts
(Matrix of Factor Levels 6-3 and 7-c)**

180 pts

Personal contacts within GSA include: architects, engineers, estimators, various service providers, energy management and craft personnel, telecommunications specialists, auditors, legal counsel, and other technical specialists. Outside contacts include private sector property managers, industry officials, construction contractors, tenants and other key Federal agency personnel.

Contacts are typically initiated to communicate with and understand tenants' and client agencies' needs related to the provision of facility management services and activities; negotiate and settle a variety of difficult service issues and/or leasing problems; provide guidance, consultation and project oversight to GSA or contractor personnel; and to influence, motivate or persuade lessors and others to provide, monitor and adjust levels of services in accordance with the terms of established contracts, leases or agreements. The parties involved frequently express conflicting objectives, which requires the employee to exercise a significant degree of persuasion, diplomacy, and tact.

Physical Demands

Factor Level 8-1 5 pts

This work is mostly sedentary; however, some walking, bending, standing for long periods of time and other similar physical exertion may be required.

Work Environment

Factor Level 9-1 5 pts

Work is normally performed in an office setting; however, some travel to perform facility visits and lease quality control reviews will be required.

Total points = 2790 (GS-12 grade range: 2755 – 3150)

FLSA - Administrative Exemption

Met - Salary Threshold - Annual rate of basic pay equal to or greater than \$23,660

Met - Primary duty: position performs work directly related to general business operations of employer.

Not met - Discretion/independent judgment: position involves exercise of discretion/independent judgment with respect to matters of significance.

Nonexempt

Created By Charlotte Watson, 3/15/2013 10:35 AM

Last Modified By Charlotte Watson, 11/4/2013 2:42 PM

PD History

11/4/2013 2:42 PM

User	Charlotte Watson
Action	Changed PD Number from M322 to 220M322. Changed Description. Changed Cloned from Master from false to true.

9/12/2013 8:22 AM

User	Charlotte Watson
Action	Changed Additional Description.

9/12/2013 8:16 AM

User **Charlotte Watson**Action **Changed FLSA from Exempt to Non-Exempt. Changed Description. Changed Additional Description.****3/18/2013 3:55 PM**

User **Charlotte Watson**Action **Changed Description. Changed Additional Description.****3/15/2013 10:35 AM**

User **Charlotte Watson**Action **Created.**

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